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April 12, 2013

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CG Docket Nos. 13-24 and 03-123

Dear Secretary Dortch:

I am writing to express my concern about a recent change to captioned telephone service that requires the Captel 800i phone used by my father-in-law, Vincent R. Falcone, to always be in the "captions off" mode. As someone who depends on captioning in order to communicate with others over the telephone, my father-in-law has effectively been cut off from communicating by telephone with his family and others by the FCC's action.

Mr. Falcone is a 91 year old, 100% disabled World War II veteran with total hearing loss in one ear and major hearing loss in the other. He wears a hearing aid but still struggles to hear. He also has been diagnosed with dementia, and as a result the new requirement that he remember to "turn on the captioning" is totally unworkable for him.

He lives alone in an apartment in an assisted living facility in Orange City, Florida and the captioned phone is used by him exclusively. The captioned telephone enables him to have regular contact with his three children who reside in Florida and New York, as well as other family members in Pennsylvania and Illinois.

Because of his dementia, the FCC requirement forcing him to keep the captioning in the "off" setting has effectively cut him off from using the telephone for communication. I believe this represents a violation of his rights as a disabled person to equal access to communication services.

I fully understand and support the FCC's desire to limit the use of captioning services to those who truly need it. However, I strongly oppose the FCC's promulgation of a

blanket rule (i.e. "captions off") without provision for exceptions for individuals like my father-in-law.

I sincerely hope the Commission will reconsider the imposition of the universal "captions off" requirement.

Sincerely,

A handwritten signature in black ink, appearing to be 'R Coffey', with a long horizontal line extending to the right.

Robert Coffey